standardized message structure set which is independent of any particular telephony environment said application including means for selecting one of said plurality of environments to communicate over;

means for communicating with said telephony environments using specific message structure sets each corresponding to a particular one of said telephony environments;

a translation layer for translating messages between the standardized message structure set and the specific message structure sets; and

means for automatically configuring said server to select said one environment selected by said application upon receipt of a selection message of said one environment from said application.

6. (Four times amended) A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the users account, and means for displaying such information on a computer screen, said personal computer further including means for selecting one of a plurality of telephony environments to communicate over;

a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set independent of any particular telephony environment;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer using said standard communications protocol and message set, said server also being capable of communicating with a plurality of telephony environments utilizing different specific protocols and message sets each corresponding to particular one of said telephony environments, said server being automatically configurable to select a specific protocol and message set of said selected one environment upon receipt of a selection message of said one environment from said personal computer.

8. (Four times amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set which is independent of any particular telephony environment, with at least one computer telephony application, said application including means for selecting one of plurality telephony environments to communicate over;

a translation layer for translating messages from the standardized message structure set to [the] a specific message structure set of any one of said plurality telephony environments;

means for automatically configuring said server to select said specific message structure set of said selected one environment upon receipt of a selection message of said one environment from said application.

Please add new claims 21 – 25 as follows:

21. (New) The telephony server of claim 1 wherein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

22. (New) The telephony server of claim 6 wherein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

23. (New) The telephony server of claim 8 herein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

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